Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application. Please cancel claim 85 and amend claims 28-31, 36-38, 63, 73, 75 and 99 as follows:

Listing of Claims:

1. (Previously Presented) A method in a computer system for a sender of an electronic message to ensure that the electronic message is delivered to and reviewed by intended recipient users, the method comprising:

composing the electronic message;

indicating a plurality of intended recipient users;

selecting a delivery recipient user from the intended recipient users;

selecting a review recipient user from the intended recipient users;

sending the electronic message to the plurality of intended recipient users;

requesting from the delivery recipient user a delivery notification when the electronic message is delivered to the delivery recipient user;

requesting from the review recipient user a review notification when the review recipient user reviews the electronic message;

determining a delivery waiting period for receiving the delivery notification;

selecting a delivery time interval corresponding to the delivery waiting period;

determining a review waiting period for receiving the review notification and selecting a review time interval corresponding to the review waiting period; and

without user intervention,

when the delivery notification from the delivery recipient user is not received by the sender within the selected delivery time interval corresponding to the delivery waiting period, resending the electronic message to the delivery recipient user; and

when the review notification from the review recipient user is not received by the sender within the selected review time interval corresponding to the review waiting period, sending a second electronic message to the review recipient user.

2.   (Original) The method of claim 1 wherein multiple delivery recipient users and multiple review recipient users are selected, wherein the resending is performed for each delivery recipient user when a delivery notification for that delivery recipient user is not received by the sender within the delivery waiting period, and wherein the sending of the second electronic message is performed for each review recipient user when a review notification for that review recipient user is not received by the sender within the review waiting period.

3.   (Original) The method of claim 1 wherein the sent second electronic message is distinct from the sent electronic message, wherein the sent electronic message indicated a priority level for review of the sent electronic message, and wherein the sent second electronic message indicates an elevated priority level for review of the sent second electronic message.

4.   (Original) The method of claim 1 including:

determining a user responsible for delivery of electronic messages; and

when the delivery notification for the delivery recipient user is not received by the sender within the delivery waiting period, sending an electronic message to the determined user.

5.   (Original) The method of claim 1 including:

determining a user able to prompt review of the sent electronic message by the review recipient user; and

when the review notification for the review recipient user is not received by the sender within the review waiting period, sending an electronic message to the determined user to prompt review of the sent electronic message by the review recipient user.

6.   (Previously Presented)   A method in a computer system for delivery of an electronic message, the method comprising:

determining whether after sending of the electronic message to a plurality of recipients a user-specified period of time has elapsed without receiving a confirmation of delivery of the electronic message to each recipient; and

when it is determined that the user-specified period of time has elapsed without receiving the confirmation of delivery to the recipient, automatically resending the electronic message.

7.   (Cancelled)

8.   (Previously Presented)   The method of claim 6 wherein the determined period of time for each recipient is based on past performance of delivering electronic messages to that recipient.

9.   (Previously Presented)   The method of claim 6 wherein an electronic message can be sent with one of a plurality of priority levels, and wherein the resending of the electronic message is performed with a higher priority level than the sending of the electronic message.

10.   (Original)   The method of claim 6 including requesting of the confirmation of the delivery to the recipient.

11.   (Original)   The method of claim 10 wherein the requesting of the confirmation includes querying the recipient after the sending of the electronic message to determine if the sent electronic message was delivered to the recipient.

12.   (Original)   The method of claim 6 including:

after receiving the confirmation, automatically sending a third electronic message after a second user-specified period of time.

13.   (Cancelled)

14.   (Previously Presented)   The method of claim 6 wherein the resending of the electronic message involves determining a user responsible for delivery of electronic messages and sending to the determined user an electronic message distinct from the sent electronic message.

15.   (Previously Presented)   A method in a computer system for delivery of an electronic message, the method comprising:

determining whether after sending of the electronic message to a plurality of recipients a pre-determined period of time has elapsed for each recipient without receiving a confirmation that the recipient reviewed the sent electronic message, the predetermined time period corresponding to a time interval selected by a sender; and

when it is determined that the period of time has elapsed without receiving the confirmation, sending another electronic message, wherein the sending of the another message is performed automatically for each recipient when the period of time for that recipient has elapsed without receiving a confirmation for that recipient.

16.   (Original)   The method of claim 15 including requesting the confirmation.

17.   (Original)   The method of claim 15 including monitoring review of electronic messages by the recipient to determine when the recipient reviews the sent electronic message.

18.   (Original)   The method of claim 17 wherein the monitoring of the review includes:

detecting when the recipient accesses the sent electronic message; and

monitoring user interaction with the accessed electronic message to determine if review of the accessed electronic message has occurred.

19.   (Cancelled)

20.   (Previously Presented)   The method of claim 15 wherein the determined period of time for each recipient is based on past performance of the recipient in reviewing electronic messages sent to that recipient.

21.   (Original)   The method of claim 15 wherein the electronic message can be sent with one of a plurality of urgency levels indicating an urgency to review the electronic message, and wherein the sending of the another electronic message includes a higher urgency level than the sending of the electronic message.

22.   (Original)   The method of claim 15 wherein the another electronic message is a reminder message sent to the recipient, the reminder message distinct from the sent electronic message.

23.   (Original)   The method of claim 15 wherein the another electronic message includes the electronic message, and wherein the sent another electronic message indicates an elevated priority that the sent another electronic message be reviewed.

24.   (Original)   The method of claim 15 wherein the another electronic message is sent to a second recipient distinct from the recipient, and wherein the another electronic message prompts the second recipient to facilitate review by the recipient of the sent electronic message.

25.   (Original)   The method of claim 15 including:
after receiving the confirmation, automatically sending a third electronic message after a second pre-determined period of time.

26.   (Original)   The method of claim 15 including:

when it is determined that the period of time has elapsed without receiving the confirmation and that the confirmation is not received within a second period of time, automatically sending a third electronic message.

27.   (Original)   The method of claim 15 including setting a timer to expire at the pre-determined period of time after the sending of the electronic message, and wherein the another electronic message is automatically sent when the confirmation is not received before the timer expires.

28.   (Currently Amended) A method for a sender of an electronic message to ensure that the electronic message is reviewed by a recipient, the computer-implemented method comprising:

determining whether after sending of ~~the~~ a first electronic message to a recipient a sender ~~user~~ specified amount of time has elapsed without the sender receiving at least one of a first confirmation that the electronic message has been received by the recipient and an indication that the recipient reviewed the sent electronic message; ~~and~~

when it is determined that the period of time has elapsed without receiving the first confirmation or the indication,

automatically requesting a second confirmation from the sender to send a second ~~resend the~~ electronic message to the recipient, which is the same as the first electronic message ; and

when the confirmation is received from the sender, automatically ~~resending~~ sending the second electronic message to the recipient.

29.   (Currently Amended) The method of claim 28 wherein the electronic message is sent to a plurality of recipients, and including receiving a specification of an amount of time for each recipient such that the automatic requesting of the second confirmation is performed for each recipient when an indication that the sent electronic message was reviewed by that recipient is not received within the specified amount of time for that recipient.

30. (Currently Amended) The method of claim 28 wherein the requesting of the second confirmation includes graphically presenting to the sender a request to send the second electronic message, the request including a selectable confirmation element such that selection of the confirmation element indicates the confirmation from the sender.

31. (Currently Amended) The method of claim 28 including:

when it is determined that the period of time has elapsed without receiving the first confirmation or indication that the resent message has been reviewed, automatically requesting a third confirmation from the sender to send a third electronic message if the first confirmation or indication is not received within a second amount of time.

32. (Previously Presented) A computer-readable medium containing instructions for controlling a computer system to deliver an electronic message, by:

determining whether after sending of the electronic message to a plurality of recipients a pre-determined period of time specified for each recipient has elapsed without receiving a confirmation that the recipient reviewed the sent electronic message, the predetermined time period corresponding to a time interval selected by a sender; and

when it is determined that the period of time has elapsed without receiving the confirmation, sending another electronic message, wherein the sending of the another message is performed automatically for each recipient when the period of time for that recipient has elapsed without receiving the confirmation for that recipient.

33. (Cancelled)

34. (Original) The computer-readable medium of claim 32 wherein the another electronic message is a reminder message sent to the recipient, the reminder message distinct from the sent electronic message.

35. (Original) The computer-readable medium of claim 32 wherein the computer system is further controlled by:

when the confirmation is not received within the pre-determined amount of time, determining a second amount of time; and

when the confirmation is not received within the determined second amount of time, automatically sending a third electronic message.

36. (Currently Amended) A computer system for ensuring that an electronic message is reviewed by a recipient, comprising:

a message sender for receiving an indication of the recipient for the electronic message and for sending the electronic message to the recipient;

a message tracker for determining whether the recipient within a <u>message sender</u> specified amount of time <u>has</u> reviewed the electronic message sent by the message sender; and

a message processor for automatically <u>sending another electronic message to the</u> <u>recipient when it is determined that the message sender specified amount of time has elapsed</u> <u>without the recipient having reviewed the electronic message.</u> ~~resending the electronic message~~ ~~when the message tracker determines that the recipient did not review the sent electronic~~ ~~message within the specified amount of time~~.

37. (Currently Amended) The computer system of claim 36 wherein the message ~~sender is further~~ <u>processor is further configured</u> for receiving indications of a plurality of recipients for the electronic message and for receiving a specification of an amount of time for each recipient, wherein the message tracker is further <u>configured</u> for determining for each of the recipients whether the sent electronic message was reviewed by that recipient within the specified amount of time for that recipient, and wherein the message processor is further <u>configured</u> for sending the ~~second~~ <u>another</u> message for each recipient for which the message tracker determines that that recipient did not review the sent electronic message within the specified amount of time for that recipient.

38.   (Currently Amended) The computer system of claim 36 wherein the message processor is further <u>configured</u> for determining a second <u>message sender specified</u> amount of time <u>whether the another message has been reviewed by the recipient</u> and for automatically sending a third electronic message <u>to the recipient</u> when the ~~indication is not received~~ <u>another message has not been reviewed</u> within the ~~determined~~ second <u>message sender specified</u> amount of time.

39.   (Previously Presented)   A method in a computer system for delivery of an electronic message, the method comprising:

determining whether after sending of the electronic message to a plurality of recipients a user-specified period of time has elapsed without receiving a confirmation of delivery of the electronic message to each recipient, wherein the determined period of time for the recipient is based on past performance of delivering electronic messages to that recipient; and

when it is determined that the user-specified period of time has elapsed without receiving the confirmation of delivery to the recipient, automatically resending the electronic message.

40.   (Previously Presented)   The method of claim 39 wherein an electronic message can be sent with one of a plurality of priority levels, and wherein the resending of the electronic message is performed with a higher priority level than the sending of the electronic message.

41.   (Previously Presented)   The method of claim 39 including requesting of the confirmation of the delivery to the recipient.

42.   (Previously Presented)   The method of claim 41 wherein the requesting of the confirmation includes querying the recipient after the sending of the electronic message to determine if the sent electronic message was delivered to the recipient.

43. (Previously Presented) The method of claim 39 including:

after receiving the confirmation, automatically sending a third electronic message after a second user-specified period of time.

44. (Previously Presented) The method of claim 39 wherein the resending of the electronic message involves determining a user responsible for delivery of electronic messages and sending to the determined user an electronic message distinct from the sent electronic message.

45. (Previously Presented) A method in a computer system for delivery of an electronic message, the method comprising:

determining whether after sending of the electronic message to a recipient a user-specified period of time has elapsed without receiving a confirmation of delivery of the electronic message to the recipient;

when it is determined that the user-specified period of time has elapsed without receiving the confirmation, resending the electronic message; and

after receiving the confirmation, automatically sending a third electronic message after a second user-specified period of time.

46. (Previously Presented) The method of claim 45 wherein the electronic message is sent to a plurality of recipients, wherein a period of time is determined for each recipient, and wherein the resending of the message is performed automatically for each recipient when the period of time for that recipient has elapsed without receiving a confirmation of delivery to that recipient.

47. (Previously Presented) The method of claim 45 wherein the determined period of time for each recipient is based on past performance of delivering electronic messages to that recipient.

48.   (Previously Presented)   The method of claim 45 wherein an electronic message can be sent with one of a plurality of priority levels, and wherein the resending of the electronic message is performed with a higher priority level than the sending of the electronic message.

49.   (Previously Presented)   The method of claim 45 including requesting of the confirmation of the delivery to the recipient.

50.   (Previously Presented)   The method of claim 49 wherein the requesting of the confirmation includes querying the recipient after the sending of the electronic message to determine if the sent electronic message was delivered to the recipient.

51.   (Previously Presented)   The method of claim 45 wherein the resending of the electronic message involves determining a user responsible for delivery of electronic messages and sending to the determined user an electronic message distinct from the sent electronic message.

52.   (Previously Presented)   A method in a computer system for delivery of an electronic message, the method comprising:

determining whether after sending of the electronic message to a plurality of recipients a pre-determined period of time has elapsed for each recipient without receiving a confirmation that the recipient reviewed the sent electronic message, the predetermined time period corresponding to a time interval selected by a sender, wherein the predetermined period of time for each recipient is based on past performance of the recipient in reviewing electronic messages sent to that recipient; and

when it is determined that the period of time has elapsed without receiving the confirmation, sending another electronic message, wherein the sending of the another message is performed automatically for each recipient when the period of time for that recipient has elapsed without receiving a confirmation for that recipient.

53.   (Previously Presented)   The method of claim 52 including requesting the confirmation.

54.   (Previously Presented)   The method of claim 52 including monitoring review of electronic messages by the recipient to determine when the recipient reviews the sent electronic message.

55.   (Previously Presented)   The method of claim 54 wherein the monitoring of the review includes:

        detecting when the recipient accesses the sent electronic message; and

        monitoring user interaction with the accessed electronic message to determine if review of the accessed electronic message has occurred.

56.   (Previously Presented)   The method of claim 52 wherein the electronic message can be sent with one of a plurality of urgency levels indicating an urgency to review the electronic message, and wherein the sending of the another electronic message includes a higher urgency level than the sending of the electronic message.

57.   (Previously Presented)   The method of claim 52 wherein the another electronic message is a reminder message sent to the recipient, the reminder message distinct from the sent electronic message.

58.   (Previously Presented)   The method of claim 52 wherein the another electronic message includes the electronic message, and wherein the sent another electronic message indicates an elevated priority that the sent another electronic message be reviewed.

59.   (Previously Presented)   The method of claim 52 wherein the another electronic message is sent to a second recipient distinct from the recipient, and wherein the another electronic message prompts the second recipient to facilitate review by the recipient of the sent electronic message.

60. (Previously Presented) The method of claim 52 including:

after receiving the confirmation, automatically sending a third electronic message after a second pre-determined period of time.

61. (Previously Presented) The method of claim 52 including:

when it is determined that the period of time has elapsed without receiving the confirmation and that the confirmation is not received within a second period of time, automatically sending a third electronic message.

62. (Previously Presented) The method of claim 52 including setting a timer to expire at the pre-determined period of time after the sending of the electronic message, and wherein the another electronic message is automatically sent when the confirmation is not received before the timer expires.

63. (Currently Amended) A method in a computer system for delivery of an electronic message, the method comprising:

determining whether after sending of the electronic message to a recipient a pre-determined period of time has elapsed without receiving a confirmation that the recipient reviewed the sent electronic message, the predetermined time period corresponding to a time interval selected by a sender;

when it is determined that the period of time has elapsed without receiving the confirmation, automatically sending another electronic message; and

after receiving the confirmation, automatically sending a third electronic message after a second pre-determined period of time.

64. (Previously Presented) The method of claim 63 including requesting the confirmation.

65.   (Previously Presented)   The method of claim 63 including monitoring review of electronic messages by the recipient to determine when the recipient reviews the sent electronic message.

66.   (Previously Presented)   The method of claim 65 wherein the monitoring of the review includes:

detecting when the recipient accesses the sent electronic message; and

monitoring user interaction with the accessed electronic message to determine if review of the accessed electronic message has occurred.

67.   (Previously Presented)   The method of claim 63 wherein the electronic message is sent to a plurality of recipients, wherein a period of time is determined for each recipient, and wherein the sending of the another message is performed automatically for each recipient when the period of time for that recipient has elapsed without receiving a confirmation for that recipient.

68.   (Previously Presented)   The method of claim 63 wherein the determined period of time for each recipient is based on past performance of the recipient in reviewing electronic messages sent to that recipient.

69.   (Previously Presented)   The method of claim 63 wherein the electronic message can be sent with one of a plurality of urgency levels indicating an urgency to review the electronic message, and wherein the sending of the another electronic message includes a higher urgency level than the sending of the electronic message.

70.   (Previously Presented)   The method of claim 63 wherein the another electronic message is a reminder message sent to the recipient, the reminder message distinct from the sent electronic message.

71.   (Previously Presented)   The method of claim 63 wherein the another electronic message includes the electronic message, and wherein the sent another electronic message indicates an elevated priority that the sent another electronic message be reviewed.

72.   (Previously Presented)   The method of claim 63 wherein the another electronic message is sent to a second recipient distinct from the recipient, and wherein the another electronic message prompts the second recipient to facilitate review by the recipient of the sent electronic message.

73.   (Currently Amended) The method of claim 63 including:

when it is determined that the period of time has elapsed without receiving the confirmation and that the confirmation is not received within a second period of time after sending the another electronic message, automatically sending a third electronic message to the recipient.

74.   (Previously Presented)   The method of claim 63 including setting a timer to expire at the pre-determined period of time after the sending of the electronic message, and wherein the another electronic message is automatically sent when the confirmation is not received before the timer expires.

75.   (Currently Amended) A method in a computer system for delivery of an electronic message, the method comprising:

determining whether after sending of the electronic message to a recipient a pre-determined period of time has elapsed without receiving a confirmation that the recipient reviewed the sent electronic message, the predetermined time period corresponding to a time interval selected by a sender; and

when it is determined that the period of time has elapsed without receiving the confirmation, sending another electronic message to the recipient, and if it is determined that-no confirmation is not received from the recipient within a second period of time, automatically sending a third electronic message to the recipient.

76. (Previously Presented) The method of claim 75 including requesting the confirmation.

77. (Previously Presented) The method of claim 75 including monitoring review of electronic messages by the recipient to determine when the recipient reviews the sent electronic message.

78. (Previously Presented) The method of claim 77 wherein the monitoring of the review includes:

detecting when the recipient accesses the sent electronic message; and

monitoring user interaction with the accessed electronic message to determine if review of the accessed electronic message has occurred.

79. (Previously Presented) The method of claim 75 wherein the electronic message is sent to a plurality of recipients, wherein a period of time is determined for each recipient, and wherein the sending of the another message is performed automatically for each recipient when the period of time for that recipient has elapsed without receiving a confirmation for that recipient.

80. (Previously Presented) The method of claim 79 wherein the determined period of time for each recipient is based on past performance of the recipient in reviewing electronic messages sent to that recipient.

81. (Previously Presented) The method of claim 75 wherein the electronic message can be sent with one of a plurality of urgency levels indicating an urgency to review the electronic message, and wherein the sending of the another electronic message includes a higher urgency level than the sending of the electronic message.

82.   (Previously Presented)   The method of claim 75 wherein the another electronic message is a reminder message sent to the recipient, the reminder message distinct from the sent electronic message.

83.   (Previously Presented)   The method of claim 75 wherein the another electronic message includes the electronic message, and wherein the sent another electronic message indicates an elevated priority that the sent another electronic message be reviewed.

84.   (Previously Presented)   The method of claim 75 wherein the another electronic message is sent to a second recipient distinct from the recipient, and wherein the another electronic message prompts the second recipient to facilitate review by the recipient of the sent electronic message.

85.   (Cancelled)

86.   (Previously Presented)   The method of claim 75 including setting a timer to expire at the pre-determined period of time after the sending of the electronic message, and wherein the another electronic message is automatically sent when the confirmation is not received before the timer expires.

87.   (Previously Presented)   A method in a computer system for delivery of an electronic message, the method comprising:
    determining whether after sending of the electronic message to a recipient a pre-determined period of time has elapsed without receiving a confirmation that the recipient reviewed the sent electronic message, the predetermined time period corresponding to a time interval selected by a sender;
    setting a timer to expire at the pre-determined period of time after the sending of the electronic message; and

when it is determined that the period of time has elapsed without receiving the confirmation, sending another electronic message, wherein the another electronic message is automatically sent when the confirmation is not received before the timer expires.

88.   (Previously Presented)   The method of claim 87 including requesting the confirmation.

89.   (Previously Presented)   The method of claim 87 including monitoring review of electronic messages by the recipient to determine when the recipient reviews the sent electronic message.

90.   (Previously Presented)   The method of claim 89 wherein the monitoring of the review includes:

detecting when the recipient accesses the sent electronic message; and

monitoring user interaction with the accessed electronic message to determine if review of the accessed electronic message has occurred.

91.   (Previously Presented)   The method of claim 87 wherein the electronic message is sent to a plurality of recipients, wherein a period of time is determined for each recipient, and wherein the sending of the another message is performed automatically for each recipient when the period of time for that recipient has elapsed without receiving a confirmation for that recipient.

92.   (Previously Presented)   The method of claim 91 wherein the determined period of time for each recipient is based on past performance of the recipient in reviewing electronic messages sent to that recipient.

93.   (Previously Presented)   The method of claim 87 wherein the electronic message can be sent with one of a plurality of urgency levels indicating an urgency to

review the electronic message, and wherein the sending of the another electronic message includes a higher urgency level than the sending of the electronic message.

94.   (Previously Presented)   The method of claim 87 wherein the another electronic message is a reminder message sent to the recipient, the reminder message distinct from the sent electronic message.

95.   (Previously Presented)   The method of claim 87 wherein the another electronic message includes the electronic message, and wherein the sent another electronic message indicates an elevated priority that the sent another electronic message be reviewed.

96.   (Previously Presented)   The method of claim 87 wherein the another electronic message is sent to a second recipient distinct from the recipient, and wherein the another electronic message prompts the second recipient to facilitate review by the recipient of the sent electronic message.

97.   (Previously Presented)   The method of claim 87 including:
after receiving the confirmation, automatically sending a third electronic message after a second pre-determined period of time.

98.   (Previously Presented)   The method of claim 87 including:
when it is determined that the period of time has elapsed without receiving the confirmation and that the confirmation is not received within a second period of time, automatically sending a third electronic message.

99.   (Currently Amended) A   computer-readable   medium   containing instructions for controlling a computer system to deliver an electronic message, by:
determining whether after sending of the electronic message to a recipient a pre-determined period of time has elapsed without receiving a confirmation that the recipient

reviewed the sent electronic message, the predetermined time period corresponding to a time interval selected by a sender;

when it is determined that the period of time has elapsed without receiving the confirmation, sending another electronic message;

when the confirmation is not received within the pre-determined amount of time, determining a second amount of time; and

~~when it is determined that the period of time has elapsed without receiving the confirmation, sending another electronic message; and~~

when the confirmation is not received within the determined second amount of time, automatically sending a third electronic message.

100.   (Previously Presented)   The computer-readable medium of claim 99 wherein the electronic message is sent to a plurality of recipients, wherein a period of time is specified for each recipient, and wherein the sending of the another message is performed automatically for each recipient when the period of time for that recipient has elapsed without receiving the confirmation for that recipient.

101.   (Previously Presented)   The computer-readable medium of claim 99 wherein the another electronic message is a reminder message sent to the recipient, the reminder message distinct from the sent electronic message.